

AL.2.2008-239

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Apprenticeship and Industry Training

Industrial Construction Crew Supervisor Competency Profile

20808 (2008)

Alberta



Apprenticeship and
Industry Training

ALBERTA ADVANCED EDUCATION AND TECHNOLOGY CATALOGUING IN
PUBLICATION DATA

Alberta. Alberta Advanced Education and Technology. Apprenticeship and Industry Training.
Industrial construction crew supervisor : competency profile.

ISBN 978-0-7785-7497-2

1. Construction industry – Certification – Alberta. 2. Occupational training – Alberta.
I. Title.

HD4885.C2.I42 A333 2008

373.27

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Occupation Certification

Requirements for certification—including the content and delivery of technical training—are developed and updated by the Alberta Apprenticeship and Industry Training Board on the recommendation of Industrial Construction Crew Supervisor Occupation Training Committee.

The certified person who will be able to:

- Communicate verbally and in writing with crew, supervisors, clients, and other trades and crafts,
- Ensure that crew are compliant with regulation, codes, standards and policies governing their work site.
- Supervise the resources assigned efficiently and effectively.
- Ensure that all work supervised is done in accordance with all applicable quality standards.
- Lead by example, encourage crew to achieve superior performance.

Apprenticeship and Industry Training System

Industry-Driven

Alberta's apprenticeship and industry training system is an industry-driven system that ensures a highly skilled, internationally competitive workforce in more than 50 designated trades and occupations. This workforce supports the economic progress of Alberta and its competitive role in the global market. Industry (employers and employees) establishes training and certification standards and provides direction to the system through an industry committee network and the Alberta Apprenticeship and Industry Training Board. The Alberta government provides the legislative framework and administrative support for the apprenticeship and industry training system.

Alberta Apprenticeship and Industry Training Board

The Alberta Apprenticeship and Industry Training Board provides a leadership role in developing Alberta's highly skilled and trained workforce. The board's primary responsibility is to establish the standards and requirements for training and certification in programs under the Apprenticeship and Industry Training Act. The board also provides advice to the Minister of Advanced Education and Technology on the needs of Alberta's labour market for skilled and trained workers, and the designation of trades and occupations.

The thirteen-member board consists of a chair, eight members representing trades and four members representing other industries. There are equal numbers of employer and employee representatives.

Industry Committee Network

Alberta's apprenticeship and industry training system relies on a network of industry committees, including local and provincial apprenticeship committees in the designated trades, and occupational committees in the designated occupations. The network also includes other committees such as provisional committees that are established before the designation of a new trade or occupation comes into effect. All trade committees are composed of equal numbers of employer and employee representatives. The industry committee network is the foundation of Alberta's apprenticeship and industry training system.

Occupation Committees (OC)

The board establishes a provincial occupation committee for each occupation. The Board appoints industry representatives, and, on the OC's recommendation, a presiding officer - each for a maximum of three terms of up to three years. An OC may have from 3 to 7 members. Provincial occupation committees:

- Make recommendations to the board about:
 - standards and requirements for certification in their occupation
 - examinations in their trade
 - designation of trades and occupations
 - regulations and orders under the Apprenticeship and Industry Training Act
- determine whether other related certification of various kinds are equivalent to certification provided in an Alberta occupation
- promote occupation certification, apprenticeship programs, industry training and the pursuit of careers in skilled occupations.
- consult with other committees under the Apprenticeship and Industry Training Act about apprenticeship programs, training and certification and facilitate cooperation between different trades and occupations
- consult with organizations, associations and people who have an interest in their occupation and with employers and employees in their trade
- carry out functions assigned by the board

Industrial Construction Crew Supervisor OC Members at the time of publication.

Cherlet, Ronald Cam.....	Edmonton.....	Presiding Officer
Ross, Jennifer Anne.....	Edmonton.....	Employer
Stevenson, Stuart J.....	Edmonton.....	Employer
McDonald, Kevin M.....	Fort McMurray.....	Employer
Christie, Jerad R.	Edmonton.....	Employee
Dakus, Jeff Todd	Edmonton.....	Employee
Kibblewhite, Vernon	Edmonton.....	Employer
McBride, Michael D	Edmonton.....	Employee
Offers, Ronald A J.....	Edmonton	Employee

Alberta Government

Alberta Advanced Education and Technology works with industry, employer and employee organizations and technical training providers to:

- facilitate industry's development and maintenance of training and certification standards
- provide registration and counselling services to employees and employers
- certify those who meet industry standards

Safety

Safe working procedures and conditions, incident/injury prevention, and the preservation of health are of primary importance in apprenticeship programs in Alberta. These responsibilities are shared and require the joint efforts of government, employers, employees, apprentices and the public. Therefore, it is imperative that all parties are aware of circumstances that may lead to injury or harm.

Safe learning experiences and healthy environments can be created by controlling the variables and behaviours that may contribute to or cause an incident or injury. By practicing a safe and healthy attitude, everyone can enjoy the benefit of an incident and injury free environment.

Alberta Apprenticeship and Industry Training Board Safety Policy

The Alberta Apprenticeship and Industry Training Board fully supports safe learning and working environments and encourages the teaching of proper safety procedures both within trade specific training and in the workplace.

Workplace Responsibilities

The employer is responsible for:

- training employees in the safe use and operation of equipment
- providing and maintaining safety equipment, protective devices and clothing
- enforcing safe working procedures
- providing safeguards for machinery, equipment and tools
- observing all accident prevention regulations
- The employee and apprentice are responsible for:
 - working in accordance with the safety regulations pertaining to the job environment
 - working in such a way as not to endanger themselves, fellow employees or apprentices

Workplace Health and Safety

Highly skilled workers are often exposed to hazards in the workplace, and should be familiar with and apply the requirements of the Occupational Health and Safety Act, Regulations and Code when dealing with personal safety and the special safety rules that apply to all daily tasks.

Additional information is available at www.worksafely.org

Procedures for Recommending Revisions to the Competency Profile

Advanced Education and Technology has prepared this course outline in partnership with the Industrial Construction Crew Supervisor Provincial Occupation Committee.

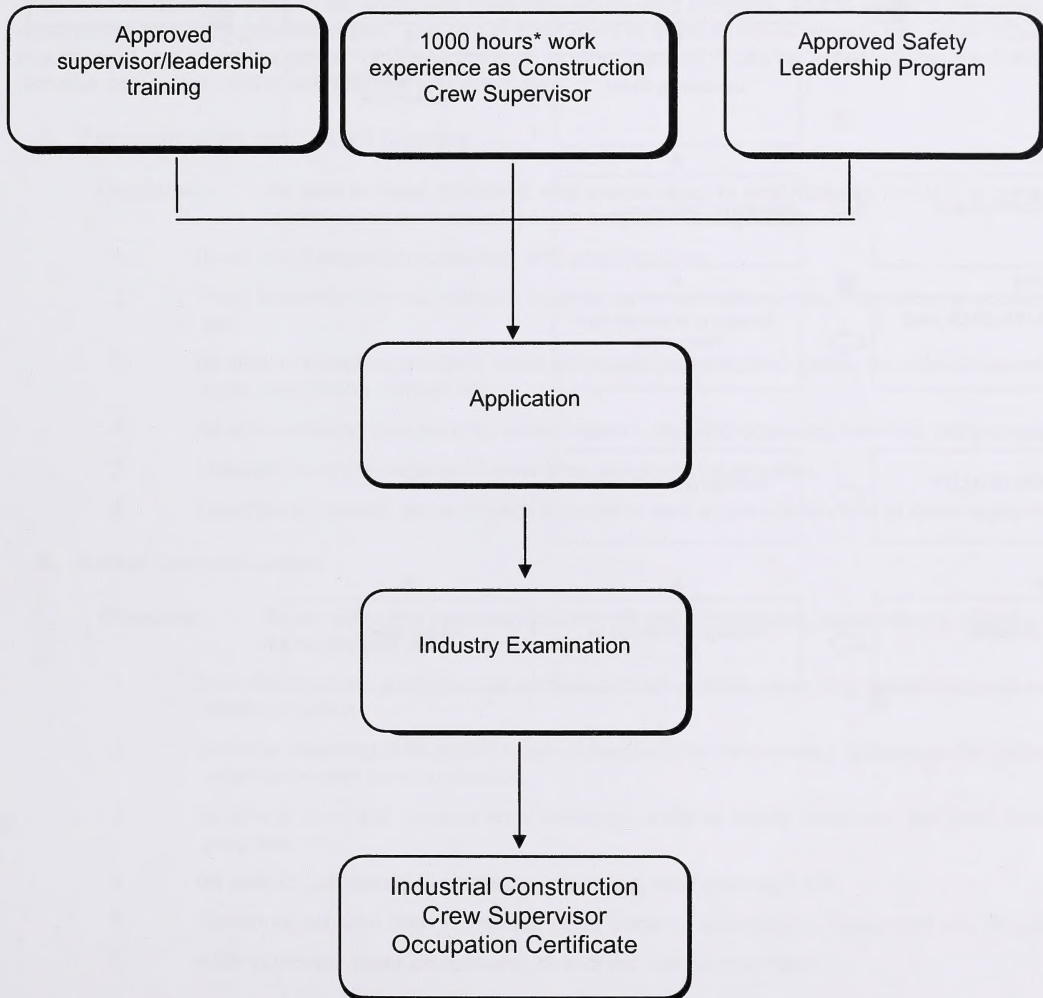
This competency profile was approved on June 27, 2008 by the Alberta Apprenticeship and Industry Training Board on a recommendation from the Industrial Construction Site Supervisor Provincial Occupation Committee. The valuable input provided by representatives of industry and the institutions that provide the technical training is acknowledged.

Any concerned individual or group in the province of Alberta may make recommendations for change by writing to:

Industrial Construction Crew Supervisor Provincial Occupation Committee
c/o Industry Programs and Standards
Apprenticeship and Industry Training
Advanced Education and Technology
10th floor, Commerce Place
10155 102 Street NW
Edmonton AB T5J 4L5

It is requested that recommendations for change refer to specific areas and state references used. Recommendations for change will be placed on the agenda for regular meetings of the Industrial Construction Site Supervisor Provincial Occupation Committee.

Industrial Construction Crew Supervisor Occupation Requirements for Certification



*Work experience hours must be earned within a 24 month time period.

**All requirements for certification must be completed no more than 5 years (60 months) prior to date of application.

*

**Competency Profile
BRANCH ONE**

SECTION ONE

OCCUPATIONAL SKILLS



A

Documentation and Record
Keeping

B

Verbal Communication

C

Formal Communication

D

Leadership Skills

E

Computer and Software
Applications

SECTION TWO

MANAGING COMPLIANCE



A

Managing Compliance

SECTION THREE

**MANAGING MATERIALS AND
RESOURCES**



A

Managing Materials And
Resources

SECTION FOUR

MANAGING JOB QUALITY



A

Managing Job Quality

SECTION FIVE

MANGAGING CREWS



A

Manage Performance

B

Supervision

INDUSTRIAL CONSTRUCTION SITE SUPERVISOR OCCUPATION COMPETENCY PROFILE

A CERTIFIED INDUSTRIAL CONSTRUCTION CREW SUPERVISOR SHOULD BE ABLE TO PERFORM THE FOLLOWING;

SECTION ONE:..... OCCUPATIONAL SKILLS

TREND: The ability to read, write, document materials, hours, and progress, and to perform trade calculations is required for most occupational tasks. The use of computers to perform these tasks is not yet an industry requirement, but given the growth of this technology in other sectors, it can be expected that the ability to use portable computers will be an essential skill eventually.

A. Documentation and Record Keeping

Outcome: *Be able to read, interpret and create reports and records related to crew supervision and construction project management.*

1. Read and interpret job drawings and specifications.
2. Read business correspondence, internal communications, documentation, procedure manuals etc.
3. Be able to create and submit material orders, standardized forms, records of materials used, logs, crew hours worked etc.
4. Be able write incident reports, safety reports, meeting agendas, minutes, progress reports etc.
5. Maintain accurate records of crew time and wage information.
6. Describe in general terms privacy legislation as it applies to the role of crew supervisor.

B. Verbal Communication

Outcome: *Be an effective communicator with crew members, supervisors, clients, other trades/crews etc.*

1. Describe the basics of effective spoken communication, including, verbal and non verbal communication.
2. Describe listening skills and the use of feedback or interviewing techniques for gathering information and communication.
3. Be able to plan and conduct crew meetings, such as safety meetings, 'tail gate' meetings, daily progress, etc.
4. Be able to participate in contractor meetings, staff meetings etc..
5. Communicate with crew members, other trades / occupations, customers etc. on site.
6. Able to provide clear instructions, directions to crew members.

C. Formal Communication

Outcome: *Be able to evaluate and select the appropriate form of communication for dealing with crew members, supervisors, suppliers, customers, and other personnel associated with a work site.*

1. Describe formal communication methods for dealing with vendors, customers, suppliers, sub contractors and manufacturers, etc.
2. Describe in general terms, requirements for maintaining company/business related information or materials confidential.
3. Describe formats for internal and external business communication as per company requirements.

D. Leadership Skills

Outcome: *Be able to create and lead an effective, cohesive team of skilled workers.*

1. Be able to describe the roles and relationship of crew supervisor and crew.
2. As crew supervisor maintain a respectful work site.
3. Be able to resolve conflicts among crew members, or with other personnel on site.
4. Coach and or mentor crew members.
5. Use personal time management techniques to ensure time is used effectively.
6. Act as role model for appropriate behaviour for crew members.
7. Act with ethics and integrity.
8. Build and promote effective teams

E. Computer and Software Applications

Outcome: *Be able to operate portable computers, use standard business software, or customized programs related to the management of construction projects or personnel administration. (optional competency 2007)*

1. Operate personal computers and operating systems.
2. Use a word processor to review and create documents.
3. Use spreadsheets to review data and perform calculations related to construction project management.
4. Use email and network connections for business communication and transmitting documents.
5. Access on line databases and other data sources to access manuals, specifications, documents, product information, and orders for materials or other resources required for a construction project.
6. Be able to learn how to use company specific proprietary programs as required.

SECTION TWO:.....MANAGING COMPLIANCE

TREND: The crew supervisor is responsible for ensuring that the crew works in compliance with all applicable regulations, codes and policies. Increased awareness of environmental impact of construction activities, and zero tolerance for unsafe practice has meant an increased responsibility for ensuring that workers are aware of, and follow the rules.

A. Managing Compliance

Outcome: *The supervisor will have a high knowledge and understanding of the legal responsibilities of the employer and the employee in regard to safety, the use of materials hazardous to health or the environment, and site or employer specific rules and policies governing the crew and crew activities.*

1. Be able communicate emergency procedures, fire procedures, emergency site evacuation, access information to crew members.
2. Be able to assign, complete, assign and or check, work permits, safety permits
3. Be able communicate and administer environmental policies and regulations at the worksite.
4. Ensure crew compliance with WHMIS regulations
5. Ensure crew compliance with Occupation Health and Safety and Workers Compensation Board regulations.
6. Ensure compliance with Workers Compensation Board reporting procedures.

7. Ensure crew compliance with all applicable environmental legislation.
8. Supervise crew activities for safe practices and procedures.
9. Describe the legal responsibilities of employer and worker for work site safety.
10. Conduct injury prevention programs such as stretching exercises, monitoring repetitive activities, ensure that workers get periodic breaks from repetitive energies.
11. Conduct Job Hazard Assessments

SECTION THREE: MANAGING MATERIAL AND RESOURCES

TREND: The crew supervisor has a critical role in ensuring that a project proceeds efficiently with respect to the use of time and materials.

A. Managing Material and Resources

Outcome: *The crew supervisor will ensure that the resources required to keep the job on track and the crew working efficiently are available with minimal waste.*

1. Be able to make or modify work schedules.
2. Be able to plan jobs and activities that optimize productivity and crew capacity.
3. Be able to 'take off' required materials and tools to complete work on site from prints and specifications.
4. Ensure that tools and materials, PPEs, etc. required for the job are available when needed.
5. Ensure the appropriate controls and storage are in place for tools and equipment.
6. Ensure that tools and equipment maintenance is scheduled and performed as required.

SECTION FOUR: MANAGING JOB QUALITY

TREND: The construction supervisor must ensure that the crew they supervise follow the proper procedure, materials etc. as specified by the applicable code or the customer specifications.

A. Managing Job Quality

Outcome: *The crew supervisor will ensure that jobs are done to all the standards that apply.*

1. Ensure compliance with all applicable codes, specifications, work orders, quality procedures.
2. Verify that the material and processes used comply with job specifications.
3. Be able to schedule inspections that occur at the proper time.
4. Ensure that job is ready for inspection when inspection is scheduled.
5. Conduct work in progress, 'as built' and commissioning inspections.
6. Ensure that required notifications of results of inspection are made.
7. Ensure that any action required as a result of inspection are made.
8. Prepare 'as built' records and drawings.
9. Describe procedures for ensuring that structures worked on are protected from damage.
10. Seek advice, guidance, direction as required within the chain of command

SECTION FIVE: MANAGING CREWS

TREND: A supervisor must maintain a relationship with the crew that enables the crew to work efficiently and productively.

A. Manage Performance

Outcome: *Supervisor will motivate crew members to work efficiently without waste.*

1. Be able to measure productivity and crew performance.
2. Devise strategies to improve productivity. quality and performance.
3. Conduct individual worker performance and provide feedback.
4. Motivate crew members for high performance.
5. Be able to set achievable goals for crew members.

B. Supervision

Outcome: *The crew supervisor will communicate all applicable rules, regulations, policies to crew members as required, and ensure that crew members are properly trained to perform the tasks they are assigned.*

1. Describe supervisor's responsibility for controlling access to the worksite
2. Explain the importance of ensuring that tasks assigned to workers match their abilities.
3. Be able to recognize when to refer employees to assistance programs and resources available through employer, employee associations, etc..
4. Orient new crew members to crew and work site.
5. Evaluate crew member need, and or readiness for training.
6. Arrange, schedule, request crew member training as required.
7. Communicate and administer work site, company rules, policies with crew members.
8. Describe the common leadership styles, and how and when to use different leadership styles.
9. Monitor and supervise employees on modified work rules.
10. Administer discipline policies.
11. Describe the sections of a collective agreement that governs the actions of the supervisor and crew where applicable.

This document is the property of the Department of Defense and is loaned to your agency. It and its contents are not to be distributed outside your agency without the express written approval of the Department of Defense.

1. Purpose and Scope

- a. This document is intended to provide information to your agency regarding the Department of Defense's policy on the use of information technology in the management of the Department's information resources.
- b. The purpose of this document is to provide your agency with the information it needs to understand the Department's policy and to ensure that your agency's policies and procedures are consistent with the Department's policy.
- c. This document is intended for use by all personnel in your agency who are responsible for the management of information resources.

2. Background

- a. The Department of Defense has a long history of using information technology in the management of its information resources. In the past, the Department has used a variety of systems and procedures to manage its information resources, and these systems and procedures have evolved over time.
- b. The Department's current policy on the use of information technology in the management of its information resources is based on the following principles:
- c. The Department's information resources are its most valuable assets, and they must be protected from loss, damage, and unauthorized use.
- d. The Department's information resources must be managed in a way that ensures their availability, integrity, and confidentiality.
- e. The Department's information resources must be managed in a way that ensures their cost-effectiveness.
- f. The Department's information resources must be managed in a way that ensures their interoperability with other information resources.
- g. The Department's information resources must be managed in a way that ensures their security.
- h. The Department's information resources must be managed in a way that ensures their compliance with applicable laws and regulations.
- i. The Department's information resources must be managed in a way that ensures their consistency with the Department's overall mission and goals.

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